



Job Opportunity

State Controller's Office

Position: Program Technician

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: March 18, 2005

Final Filing Date: March 29, 2005

Contact/Telephone:

Susan Lash, (916) 322-1812

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

* Free Parking Provided

California Relay Service: 1-800-735-2929

Position Number(s): 051-550-9927-073
Ref 0317-CSU1

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

With general direction provided by a Supervising Program Technician I, the incumbent will be responsible for assisting callers who contact the Bureau of Unclaimed Property's (UCP)'s Call Center seeking information regarding unclaimed property, and assist with support functions necessary to process claims. Duties include, but are not limited to the following:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Answer inquiries received in the Bureau of Unclaimed Property's Call Center, relating to specific claims; provide general information regarding the Unclaimed Property Program;
- Research claim inquiries with reference to laws, rules, and regulations governing the distribution of unclaimed property;
- Review claim inquiries to determine whether claim can be researched through microfilm tapes, alfa/fiche, or original reports;
- Review claim documentation for validity and/or determine if the claim requires further research or additional documentation;
- Prepare correspondence to claimants regarding the necessary documentation to be returned with claim form and/or general information on unclaimed property law;
- Respond to inquiries using basic knowledge of unclaimed property laws, policies, and claim procedures;
- Refer the more complexed claims or calls to the appropriate staff for resolution;
- Prepare claim documents for computer input to the unclaimed property tracking system;



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



- Track and monitor claim inquiries pertaining to problems and pending reports on computer systems;
- Prepare reports on claim inquiries pertaining to problems or pending holder reports;
- Research and track the less difficult returned warrants to determine eligibility for reissue or redeposit into unclaimed property account.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

Attn: Susan Lash

Ref 0317-CSU1, 550-9927-073 (Candidate must indicate this Reference # on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the employment Application STD 678).